Remote Desktop Manager Server

USER MANUAL

Version 2.0

Devolutions inc.

© 2014 Devolutions inc.

Table of Contents

Foreword 0

Part I Getting Started 6

1 What is Remote Desktop Manager Server? 6
2 Features 6
3 System Requirements 7

Part II Management 10

1 Remote Desktop Manager Server Console 10
2 Web Client 11
3 Authentication 14
4 Automatic User Account Creation 14
5 Security 14
Security Group Management 14
User Management 16
Role Management 18

Part III Installation 22

1 Installing Remote Desktop Manager Server 22
2 Upgrade Remote Desktop Manager Server 30

Part IV How To 34

1 Configure Client Data Source 34
2 Configure RDMS to use integrated security 35
3 Configure SSL 35

Part V FAQ (Frequently Asked Questions) 42

Part VI Technical Support 44

Part VII Follow Us 46

Index 0

© 2014 Devolutions inc.

Getting Started

Part

1 Getting Started

1.1 What is Remote Desktop Manager Server?

Description

Remote Desktop Manager Server is a self-hosted repository for storing and sharing remote connections, virtual machines and sensitive information. Used in combination with the Remote Desktop Manager Client, it extends its capabilities to create an Enterprise wide high-end data store.

To learn more about our other products and their differences, consult this document here.

Highlights

- High-end security server for your company
- Share your sessions with multiple users
- Can be deployed online or internally
- Support Windows authentication and Active Directory group integration
- Client and server side caching optimization
- Requires the Remote Desktop Manager Enterprise client
- 100% compatible with the SQL Server data source

Remote Desktop Manager Server supports only SQL Server as a data store at this time.

Editions

Remote Desktop Manager Server exists in 3 editions: Small Business edition, Corporate and Unlimited. Please consult the product web site at http://remotedesktopmanagerserver.com/ for all the details.

1.2 Features

Overview

Features	Descriptions
Maximum session count	Unlimited
Database connection	Behind server
Caching • Server caching • Client-side caching	 X X
Multi-user suppport	X
Windows authentication (Active Directory)	X
Group integration (Active Directory)	X
Security management • Built-in Database user support	 X

© 2014 Devolutions inc.

• Security group • Role management • Per session security access (view, edit, delete) • Custom database encryption with pass phrase • Per user setting / credential custom values • Per machine setting / credential custom values	X X X X X X
Connection logs	X
Session document attachments: Word, Excel, PDF, Visio ...	X

1.3 System Requirements

Minimum Requirements

- Windows XP (SP2 or later), 2003, Vista, 2008, 7, 8 and 2012
- Microsoft .NET Framework 3.5
- 800MHz processor
- 512MB RAM
- 1024 x 768 screen resolution
- 500+ MB hard drive space

.NET 4.0 does not contains the .NET Framework 3.5. You will need to install it separately.

64-bit Support

Remote Desktop Manager Server is compatible with all 64-bit versions of Windows, starting with Windows Vista SP1.

Dependencies

- Microsoft SQL Server 2008/2012 (Express edition is supported)
- Internet Information Services (IIS) 7.0 or better
- Remote Desktop Manager Enterprise installed on the server.

© 2014 Devolutions inc.

Management

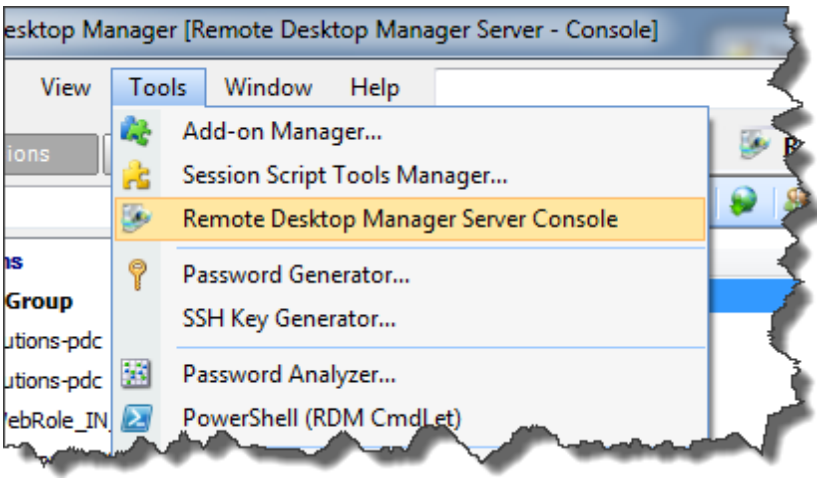
Part

2 Management

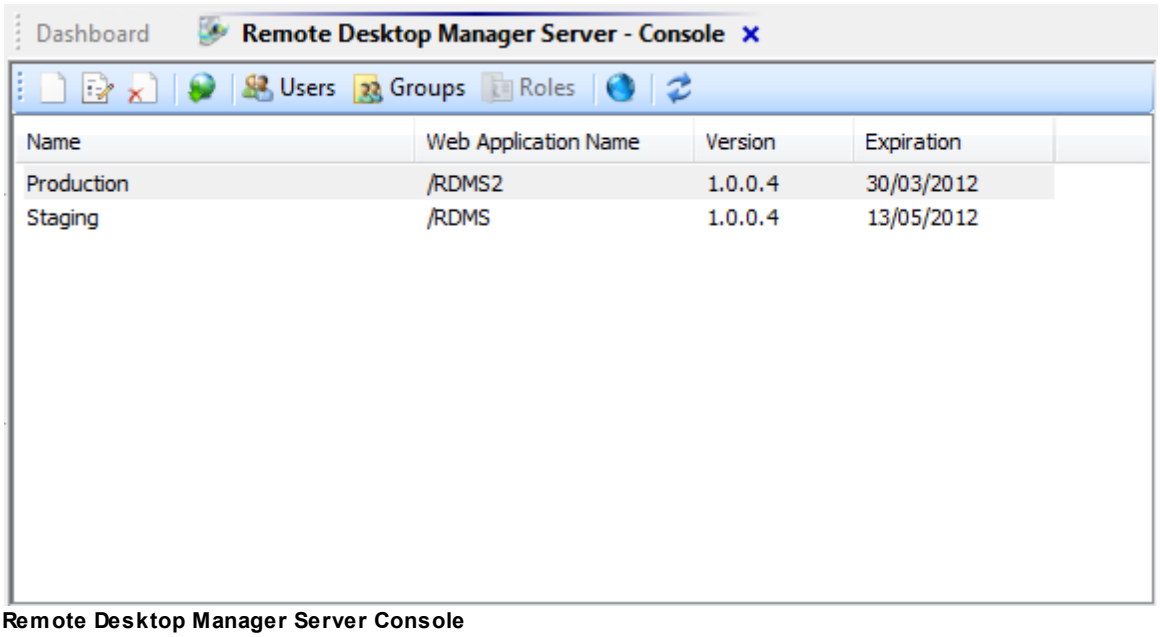
2.1 Remote Desktop Manager Server Console

Console

1. Because of Console manages an IIS installation, Remote Desktop Manager must be run with elevated privileges. You must use "Run as Administrator" to launch it. You can modify the shortcut to always start it in this fashion.
2. Select ***Tools -> Remote Desktop Manager Server Console***



Menu



Remote Desktop Manager Server Console

Actions

- New

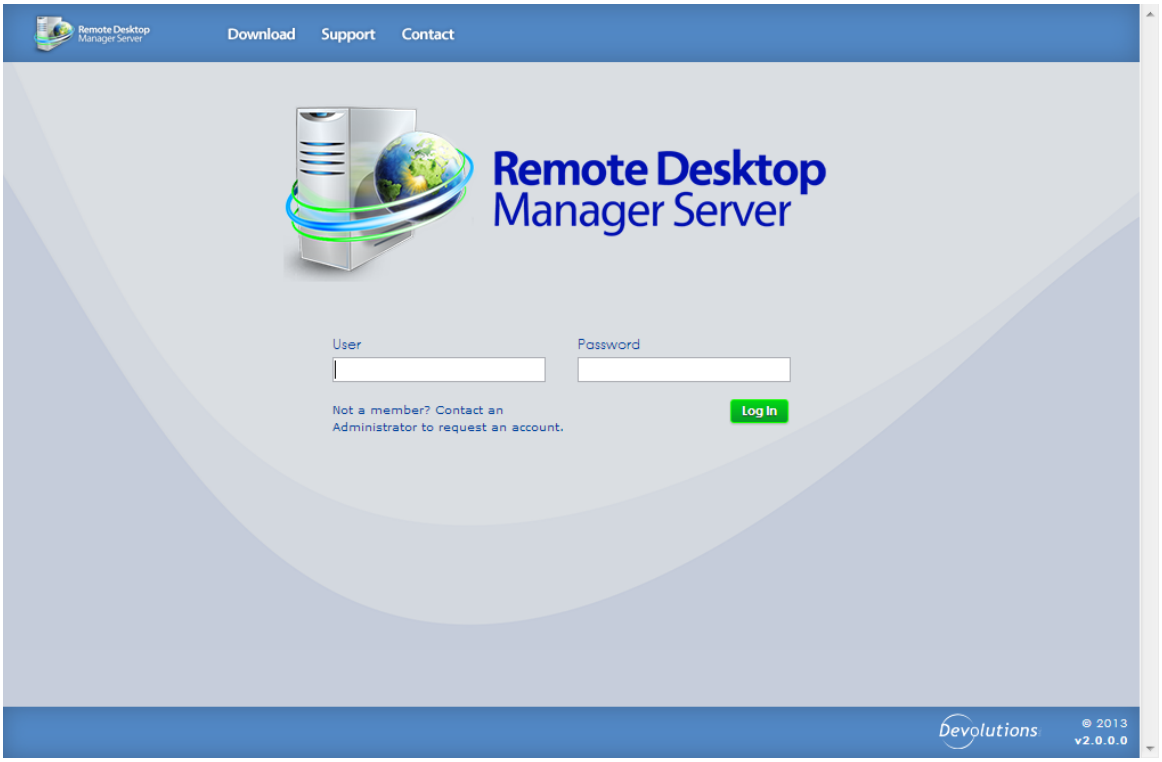
© 2014 Devolutions inc.

- Modify
- Delete
- Upgrade
- Manage Users
- Manage Groups
- Manage Roles
- View web client

2.2 Web Client

Remote Desktop Manager Web Client

Start web client and login

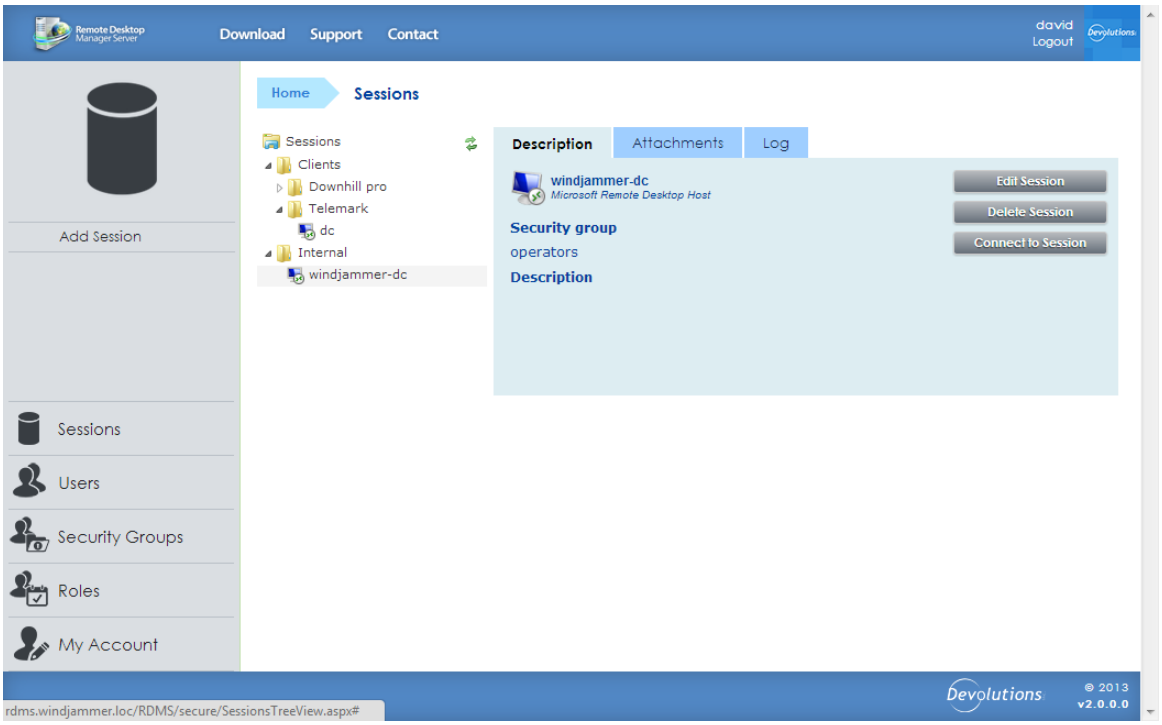


Web client

View/Modify Sessions

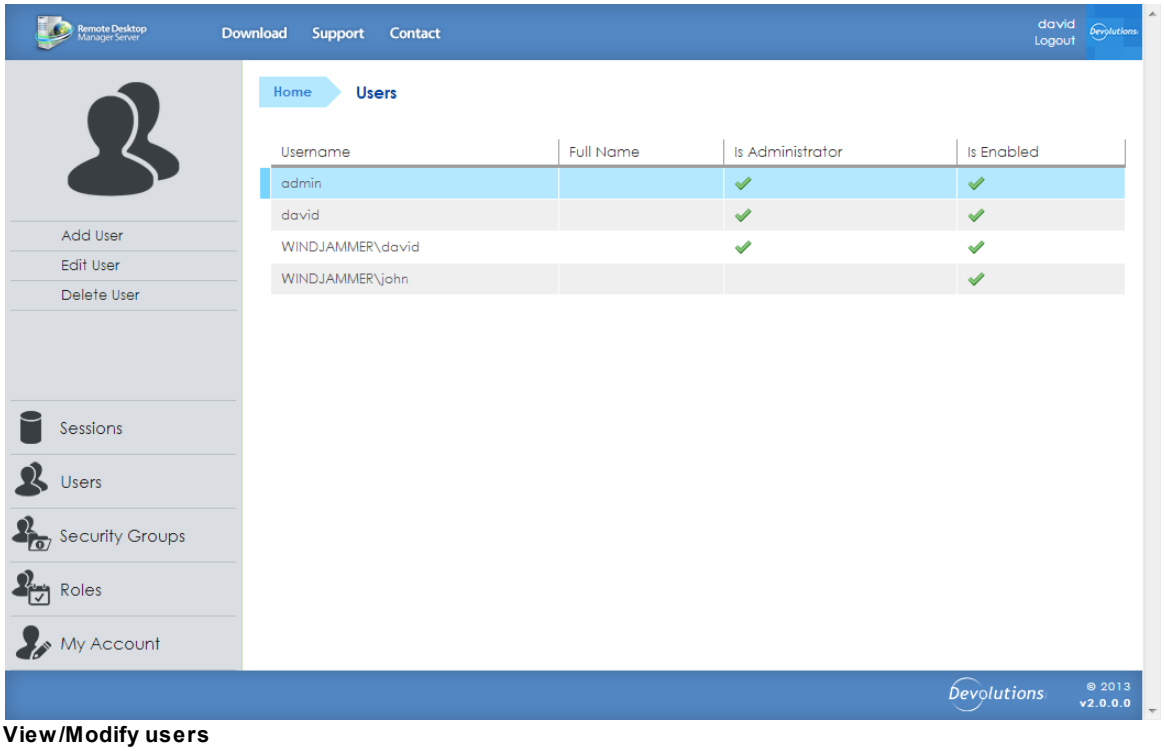
Because of documented vulnerabilities of web browsers, particularly their extensions, we do not perform any decryption in a web browser. The web interface is limited on purpose and you must use the client to perform any modification to a session.

© 2014 Devolutions inc.



View/Modify sessions

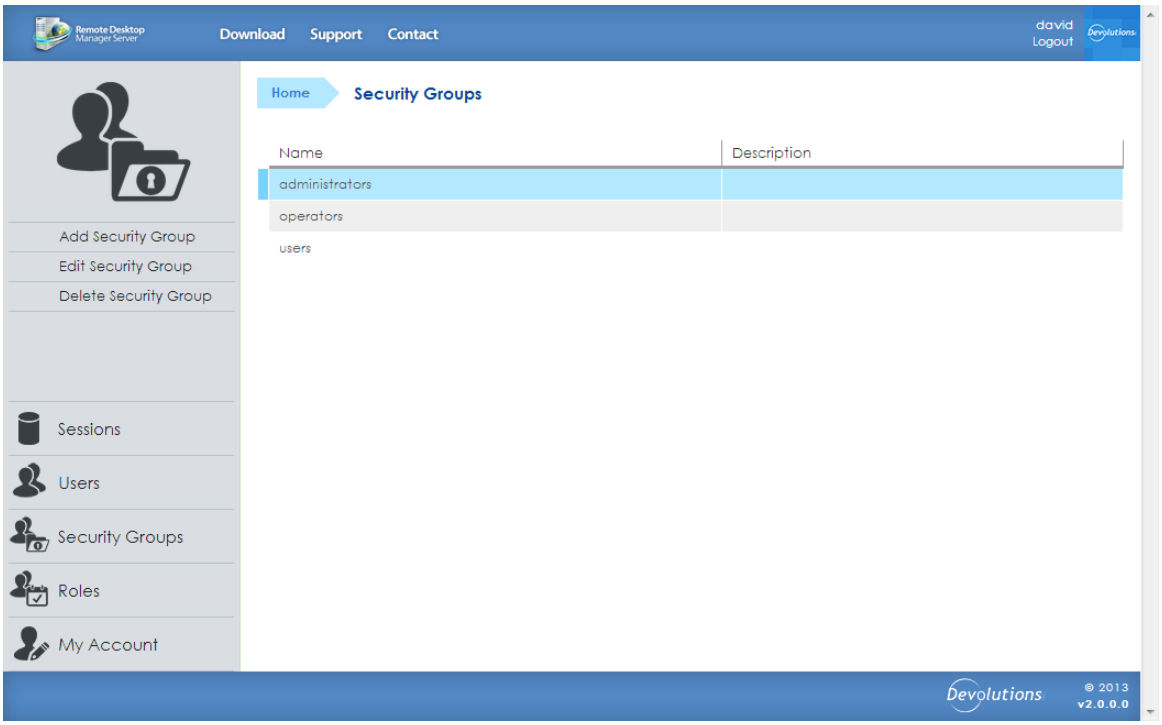
View/Modify Users



View/Modify users

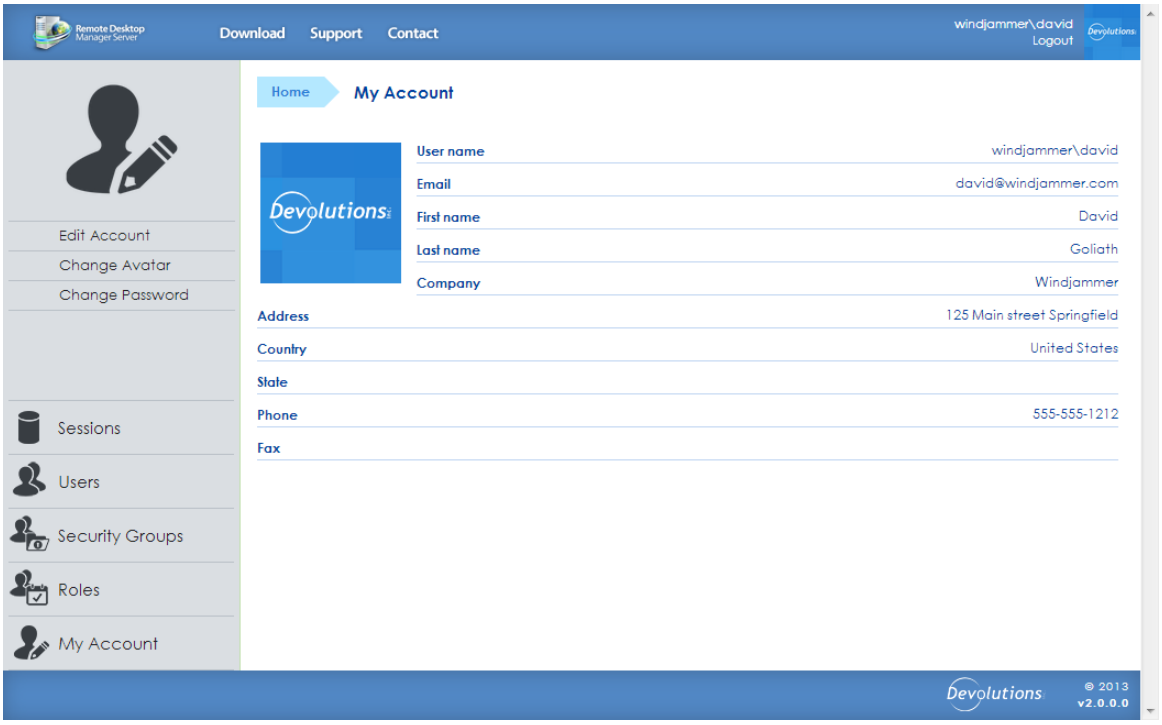
View/Modify Security Groups

© 2014 Devolutions inc.



View/Modify security groups

View/Modify Account



View/Modify account

© 2014 Devolutions inc.

2.3 Authentication

Remote Desktop Manager Server supports multiple authentication modes.

Authenticate with built-in user

The ASP.NET membership framework is used to authenticate the user with its hashed password in the database.

Authenticate with domain user

The domain is used to authenticate the user.

The domain authentication is the most secure, flexible and easiest to manage. No need to sync users between the domain and Remote Desktop Manager Server. On first use of the Remote Desktop Manager Server data source the user will be created and be given access rights according their role in the organization as defined on the domain. Make sure you configure appropriate rights to your domain roles in Remote Desktop Manager Server.

Authenticate with local machine user

The application allows a local user (on the RDMS host) to be authenticated unto the server, even through the web interface.

2.4 Automatic User Account Creation

Description

When using Remote Desktop Manager Server authentication, obviously the user account need to be created beforehand in order to authenticate to the system. In all other cases (Domain user, Local machine user or Database user), there is not match found in RDMS with the user which is authenticating.

You can create the user beforehand and assign rights as you choose, but in the event that a user logs in while there is no account for him, RDMS will create the user account. This must be allowed in the settings of the RDMS.

User accounts created by the server have no rights other then logging on the system. They will be able to see and edit the objects that have no security defined.

After their first login, their account is created but you must assign them the rights you see fit. Depending on the authentication mode used, the user name may be prefixed by the domain name.

2.5 Security

2.5.1 Security Group Management

Description

Security Groups are used to classify sessions and restrict access to certain users. There is no direct

© 2014 Devolutions inc.

relationship between Active Directory and Security Groups. By default, every session is created without a security group, and is visible to all connected users. You can give access to a group for a user or a role.

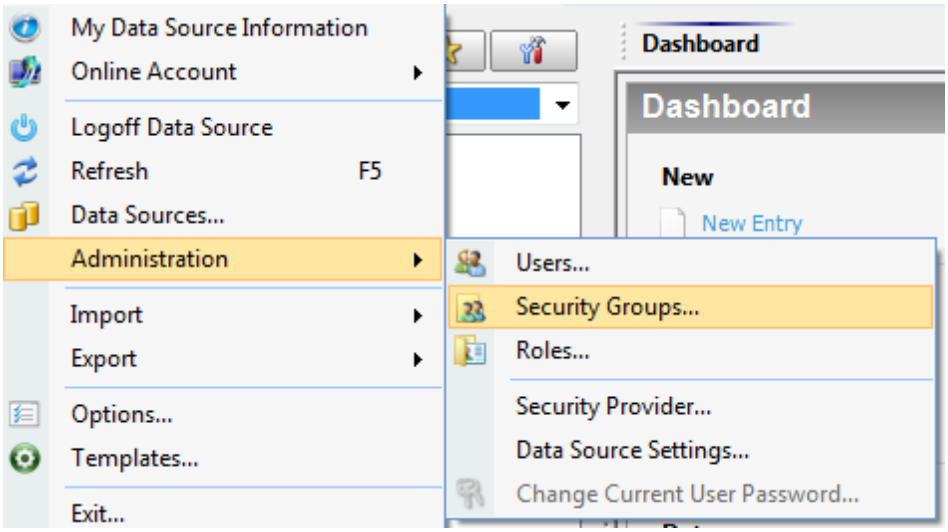
Steps:

1. Create the security groups
2. Assign the security group to the session
3. Create the required users
4. Link the security group to a user

Notes: All sessions without security groups are considered public.

Creating Security Groups

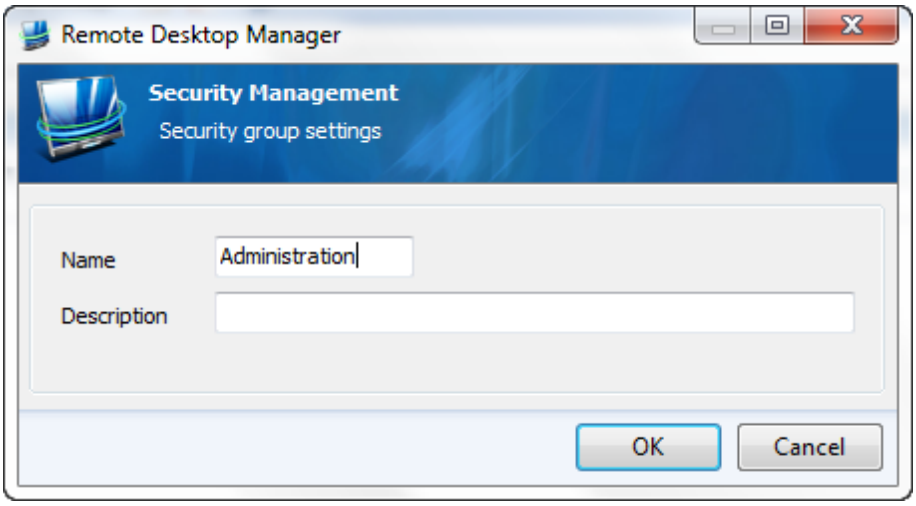
Security groups are created from the menu in **File > Administration->Security Groups**.



Edit the data source security groups

Enter a name and a description for the security group. The name must be unique

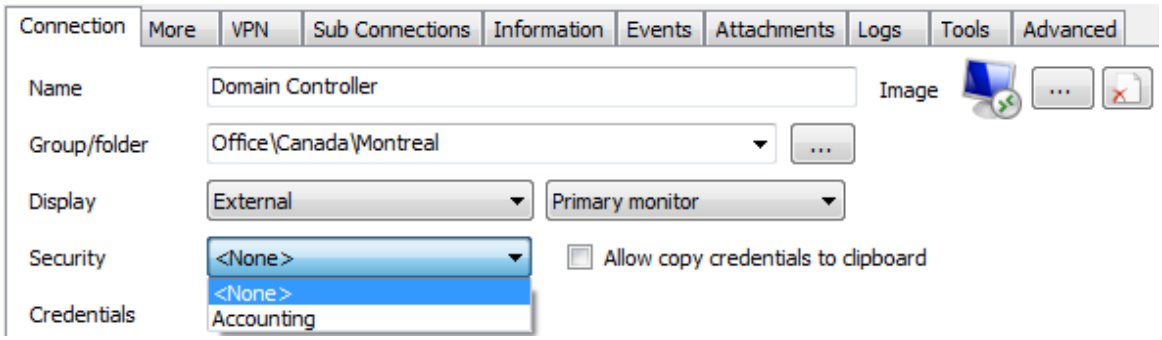
© 2014 Devolutions inc.



Security group dialog

Assigning a Security Group to a Session

Security groups can be assigned to sessions using the session's property window. Each session can only have one security group assigned.



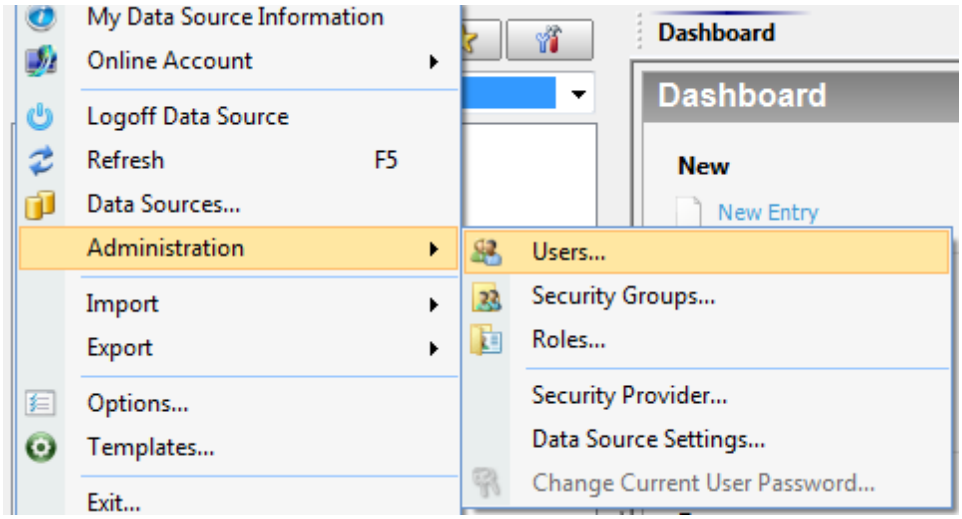
Session configuration - security group

2.5.2 User Management

Description

With the Remote Desktop Manager Server data source, you can create users and grant them permissions. You must be administrator of the database to create users and assign rights. The user administration is available from the menu in **File > Administration->Users** or from the Remote Desktop Manager Console when executed locally on the server.

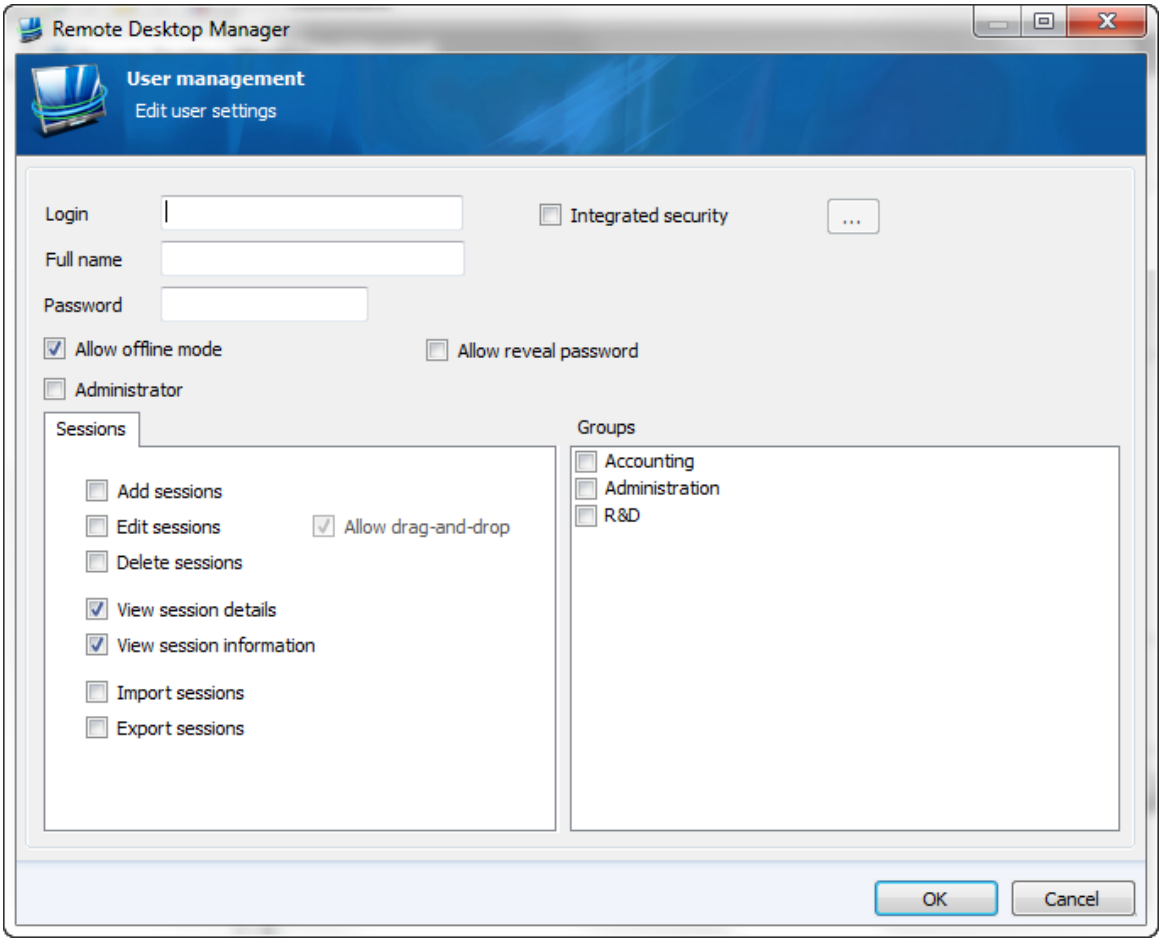
© 2014 Devolutions inc.



Edit the data source users

Adding a User

If you wish, you can create a user linked to a domain or a built-in user. Domain user are created automatically the first time they log-on. They don't have any rights except what is public.



User dialog

© 2014 Devolutions inc.

The integrated security is used register a domain user.

Linking a Security Group to a User

In the user dialog, you can check or uncheck any groups. A user with administrator rights has access to all of the configured sessions from all groups.

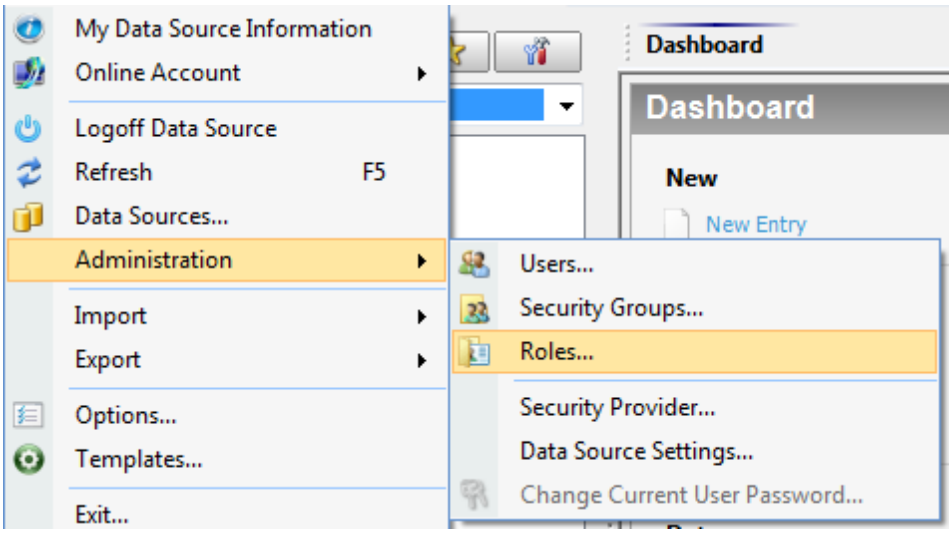
Linking a Role to a User

Roles are assigned when the user is authenticated from the Domain.

2.5.3 Role Management

Description

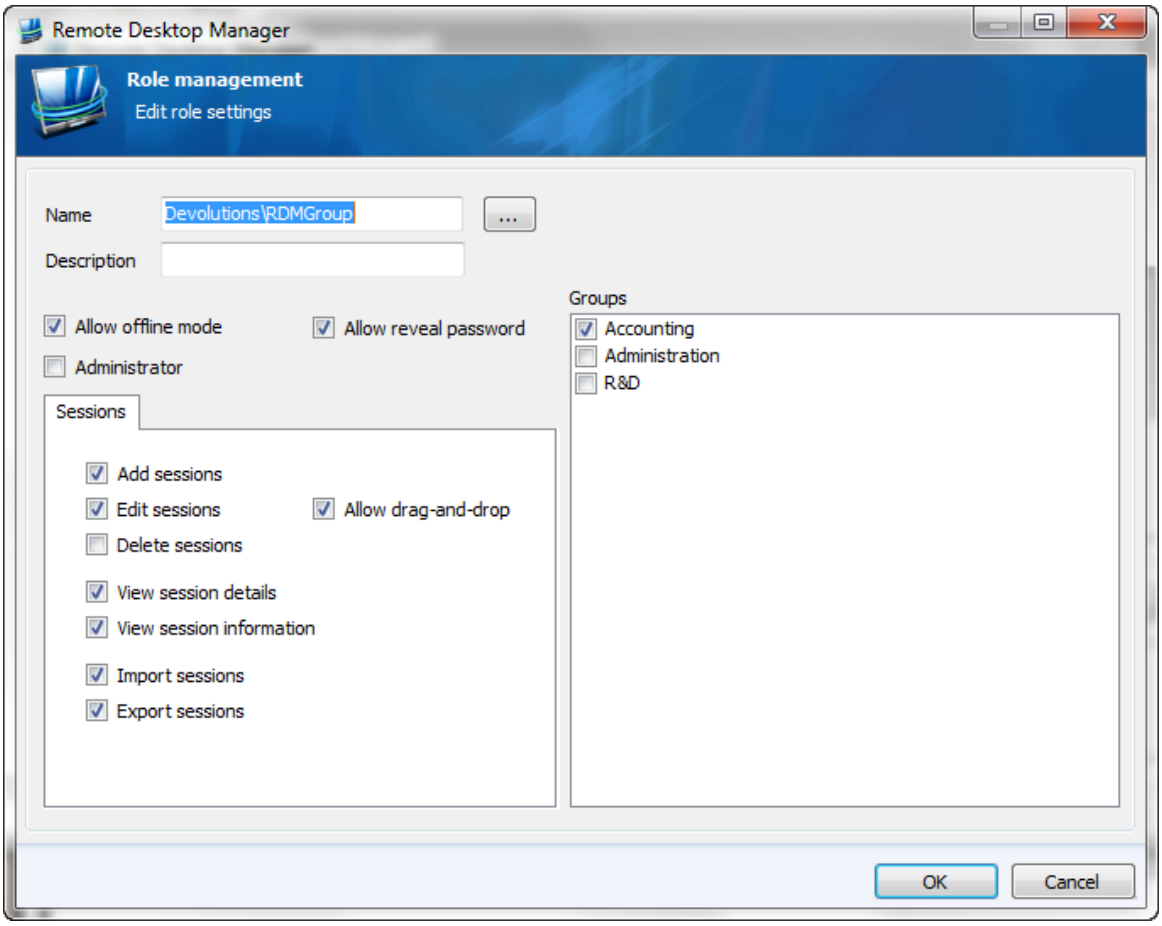
Role management is only available when the Domain authentication is enabled. This allows the server to link an Active Directory (AD) group to a role in RDMS. All the role settings are applied to the users that are member of the AD group.



Edit the data source roles

Roles can be edited from the Remote Desktop Manager Console locally on the server or from a remote data source by using the menu **File->Administration->Roles**

© 2014 Devolutions inc.



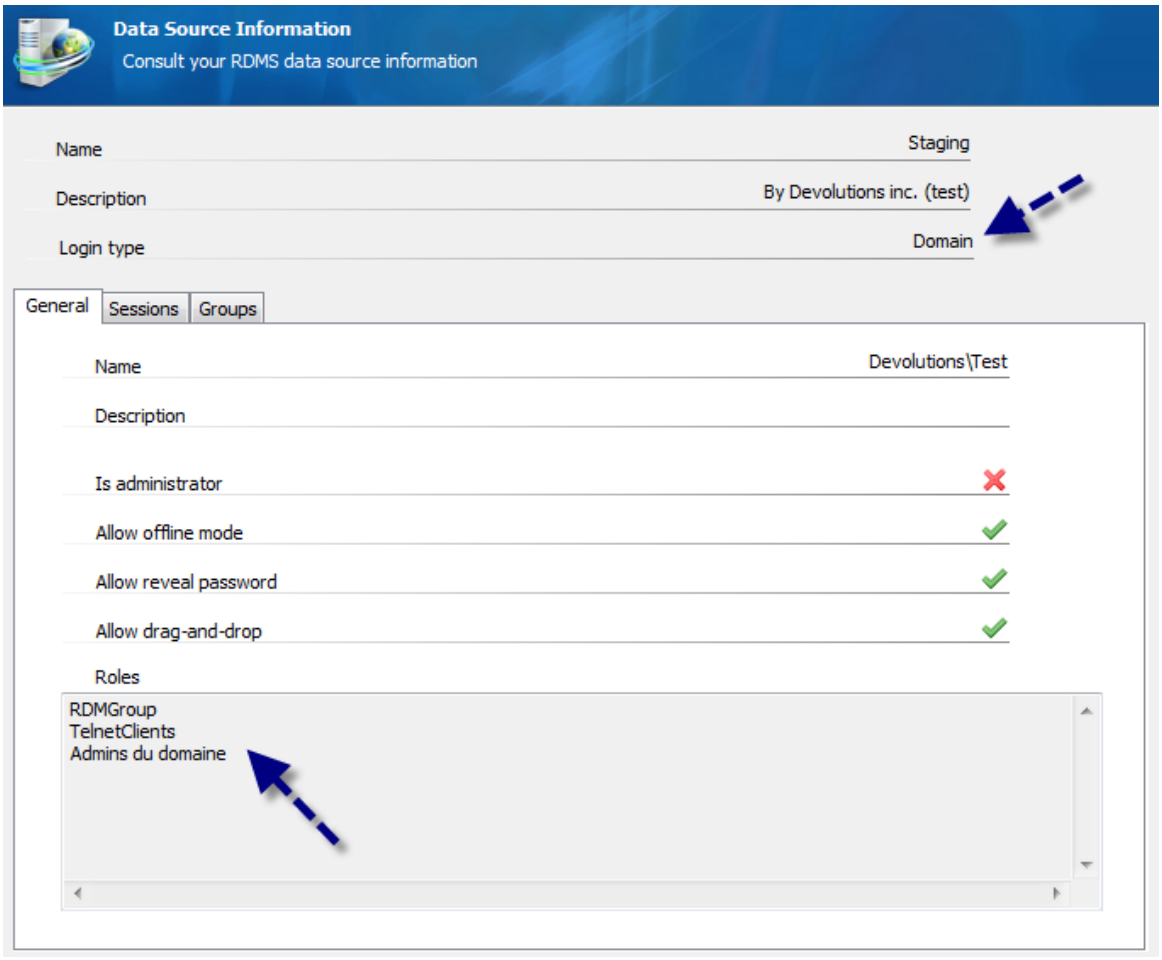
Role editor dialog

When adding a new role, make sure to include the domain and the exact Active Directory name separated by slash. For example:

TIPS

To verify all the loaded roles, inherited rights or the authentication method from the client, use the menu File->My Data Source Information

© 2014 Devolutions inc.



Data source information dialog

© 2014 Devolutions inc.

Installation

Part

3 Installation

3.1 Installing Remote Desktop Manager Server

Topology

Remote Desktop Manager Server is in fact a Web application. This allows for exposing its services on the Internet or simply an Intranet.

The recommended topology is to use two servers : a Database server and a Web server. Obviously, for small installations, a single server can be used, but resources will be shared between the two roles thereby lowering performance.

Remote Desktop Manager Enterprise Edition must be installed on the web server in order to manage the *Remote Desktop Manager Server* web application.

It's highly recommended to enable SSL Encryption to protect communication with the instance of SQL Server. Please follow directions on http://support.microsoft.com/kb/316898

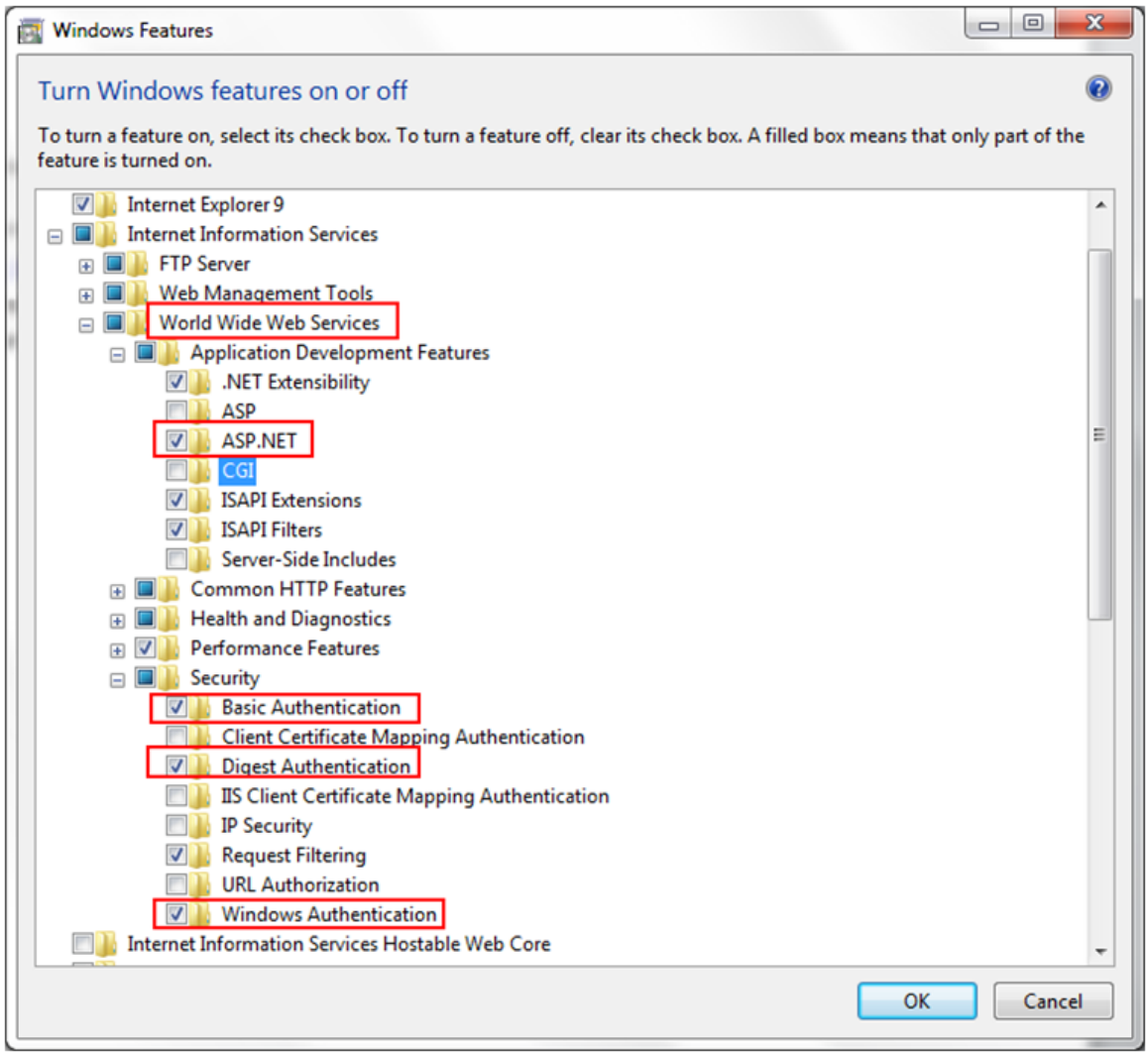
For active directory integration, both servers need to be joined to the domain.

How to install the server

Web Server Pre-requisites

Make sure Internet Information Services is installed with all the ASP.NET requirements.

© 2014 Devolutions inc.



Windows features

Database server pre-requisites

Install SQL Server Express or Standard. [Download SQL Server 2012 Express from Microsoft's site]

Remote Desktop Manager Server has no requirements that would dictate what communication protocol is used, as well as many of the options offered to you by SQL Server. As long as the client workstation can connect to the SQL Server, Remote Desktop Manager Server will work. Also note that Microsoft has upped the default security in the 2012 version of SQL Server. The SA user is now initially disabled and you must understand each option when installing.

Remote Desktop Manager

1. Download and install Remote Desktop Manager on the web server. [Download]

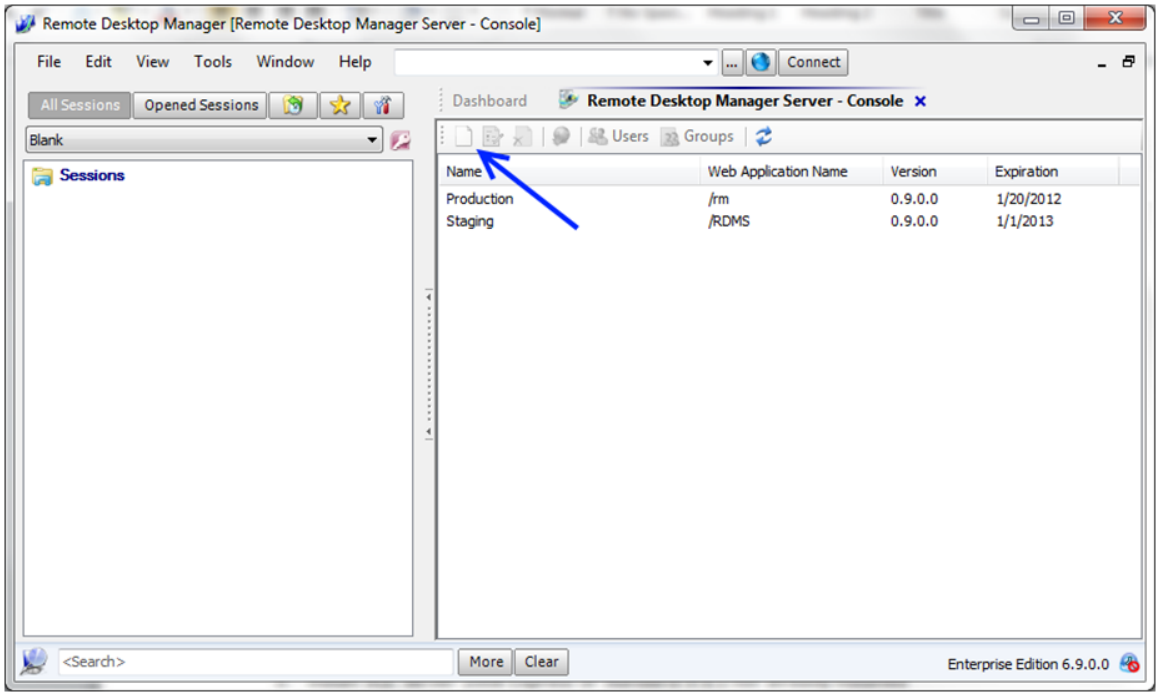
2. Execute Remote Desktop Manager with elevated privileges (run as administrator).

3. From the menu **Tools > Remote Desktop Manager Server Console**, open the Remote Desktop Manager Server console.

© 2014 Devolutions inc.

All operations done through the console are done with the credentials used to launch Remote Desktop Manager Server. If you must use other credentials you must launch another window session. The RunAs command does not offer the option of starting a process with elevated privileges.

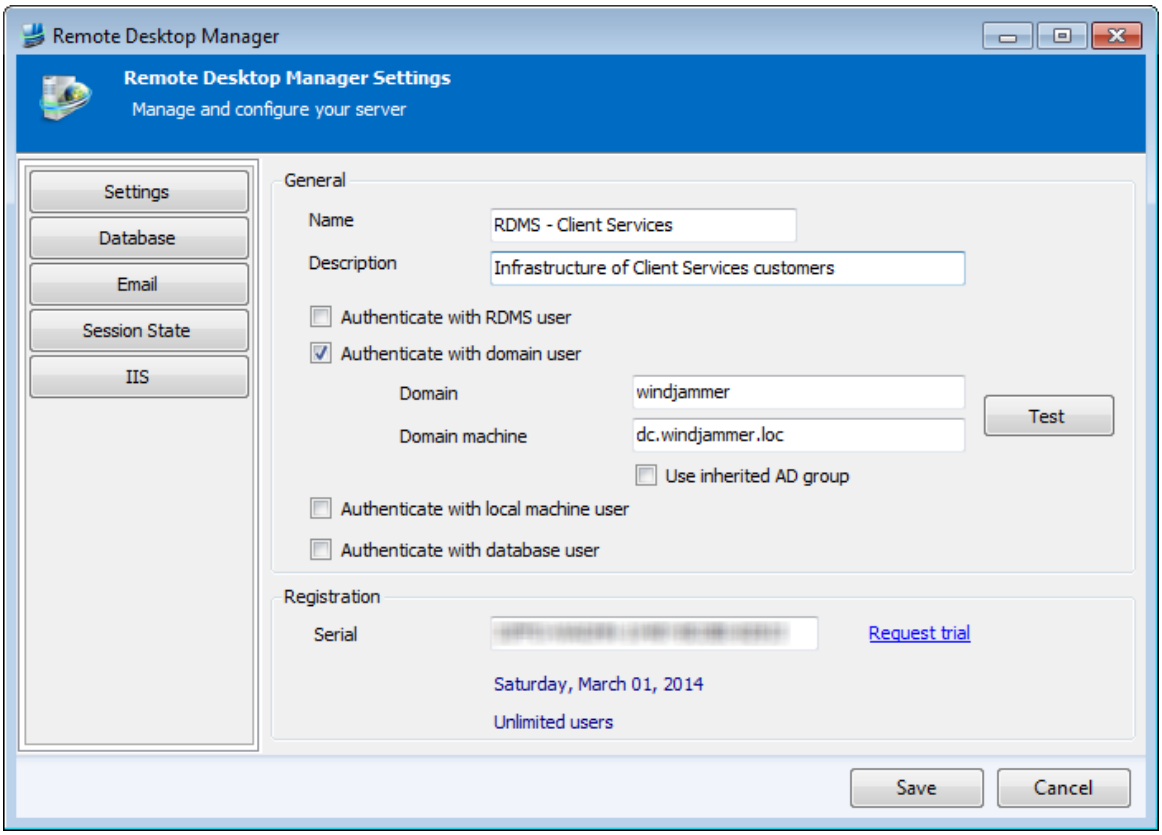
4. Deploy a new server instance.



Remote Desktop Manager Server - Console

5. Configure the server with the name settings and authentication mode.

© 2014 Devolutions inc.



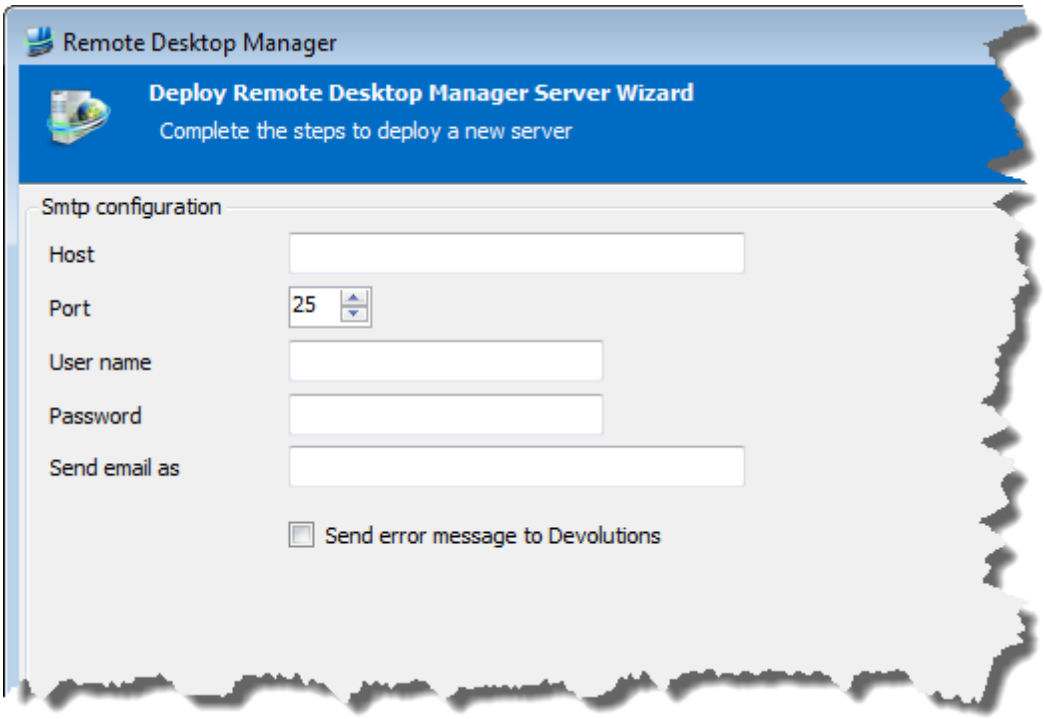
Remote Desktop Manager Server settings

Authenticate mode	Description
Built-in user	The RDMS is used to authenticate the user. You must create the initial user through the console
Domain user	The domain is used to authenticate the user.
Local machine user	The application allows a local user to be authenticated unto the server.
Database user	The database is used to authenticate the user

6. Enter a serial, alternatively you can Request a trial

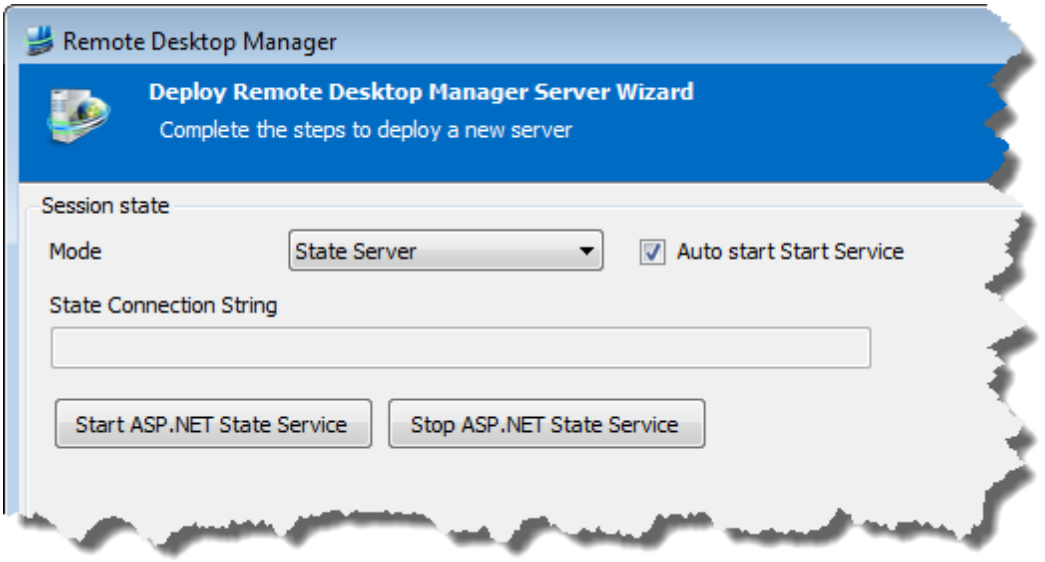
7. Optionally configure the email setting

© 2014 Devolutions inc.



SMTP Configuration page

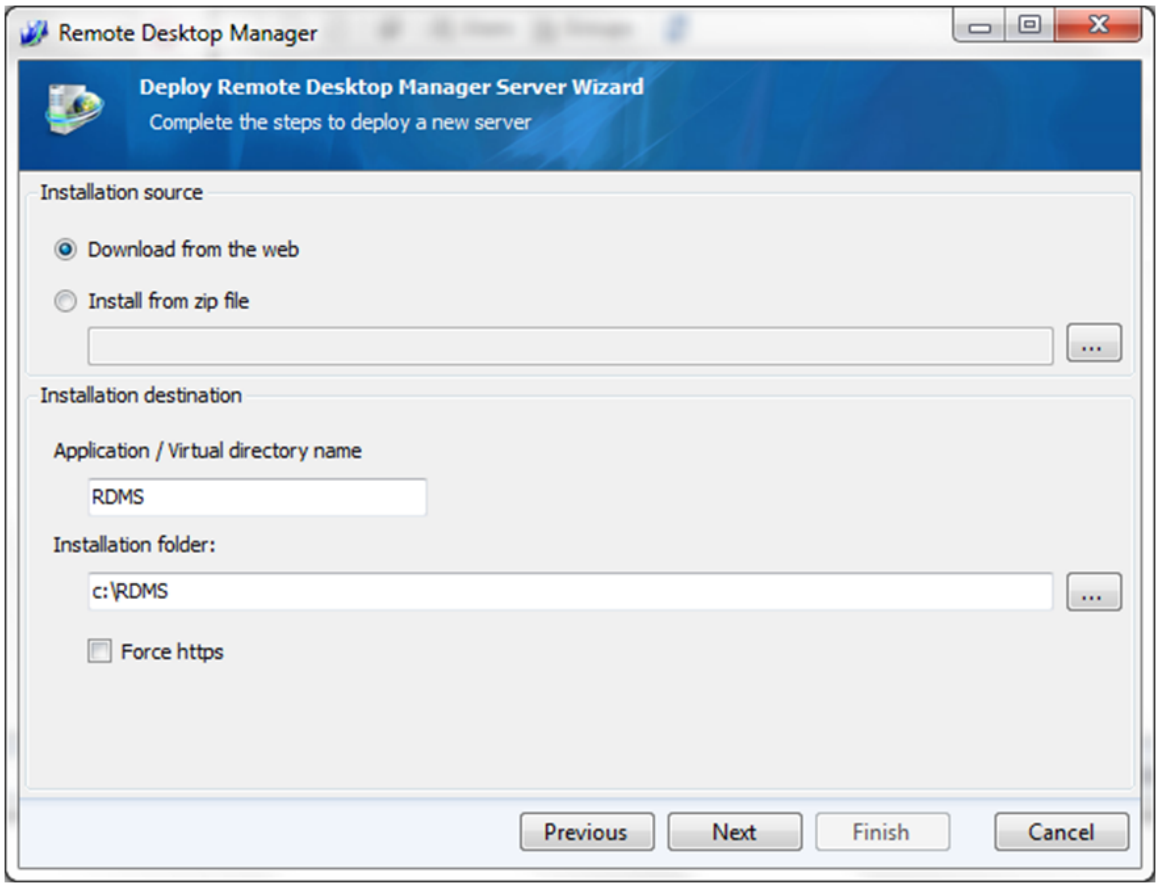
8. Ensure the ASP.NET State service is started or set to automatically start. The State Service is require to maintain web session information between each call.



Auto Start Service

9. Select a zip file or use the automatic download. Choose a destination folder and an IIS virtual directory name.

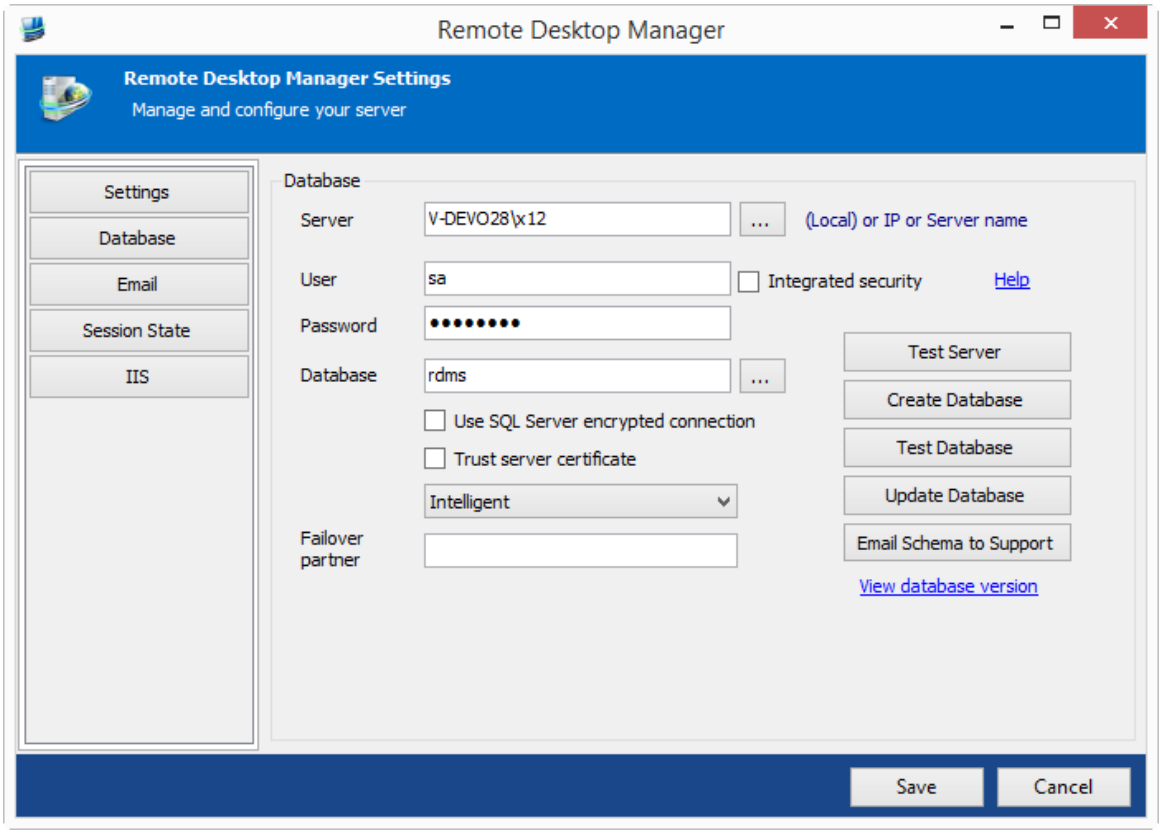
© 2014 Devolutions inc.



Source/Destination

10. Enter the database settings and create the database. You can reuse an existing database from a Remote Desktop Manager SQL Server data source and just upgrade it. It's 100% compatible. If you wish to use integrated security to connect to the database please consult Configure RDMS to use integrated security.

© 2014 Devolutions inc.



Create a database

11. Execute the final step and deploy the server.

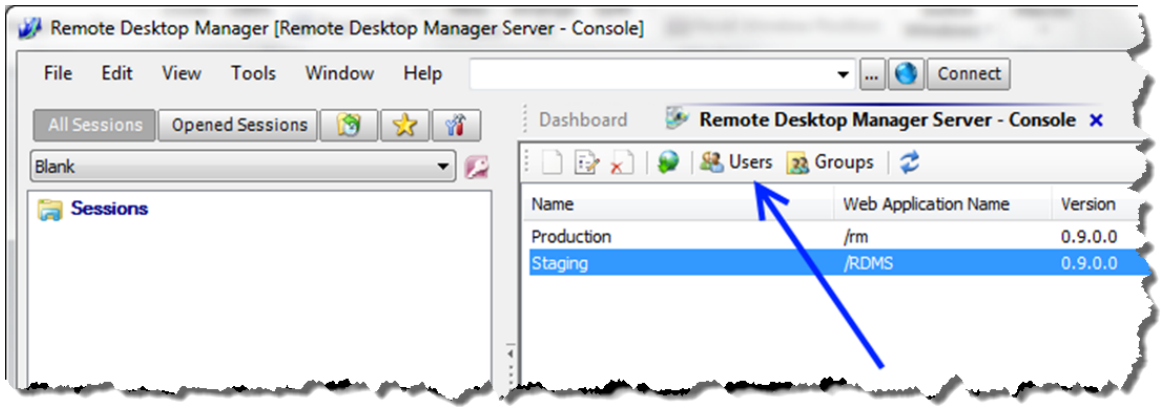
12. You can test the server installation by opening the URL. e.g.: http://localhost/RDMS.

13. Configure users and security groups and add at least one administrator user account.

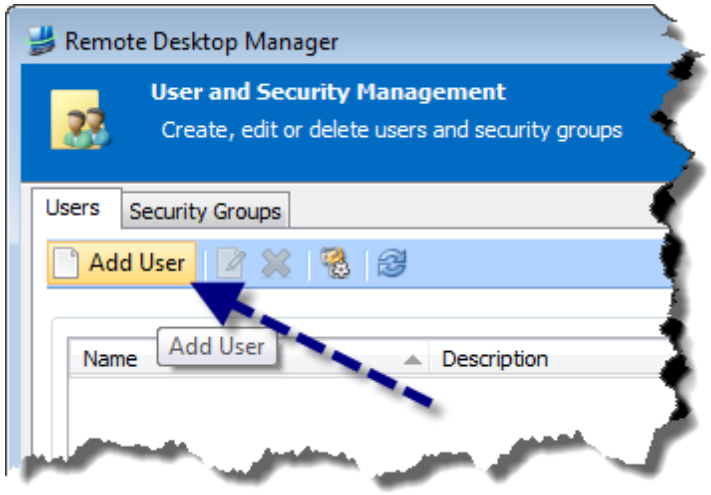
You must create an administrator account if you've enabled the RDMS Authentication model. In other cases, the account name must match with the chosen authentication model. If you are unsure of the result, also enable RDMS authentication, create an administrator account and grant the Administration privilege to the account.

After the successful authentication with the other model, the RDMS user account will have been created and you will be able to see how to format you account names. You can then disable the RDMS authentication model. Please see Automatic User Account Creation

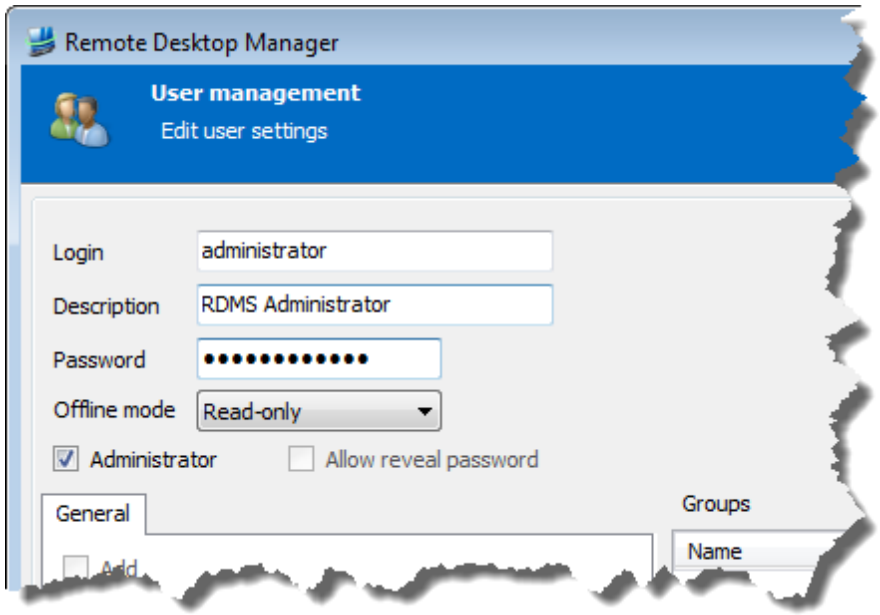
© 2014 Devolutions inc.



Configure users and security groups



User and Security Management



User management form

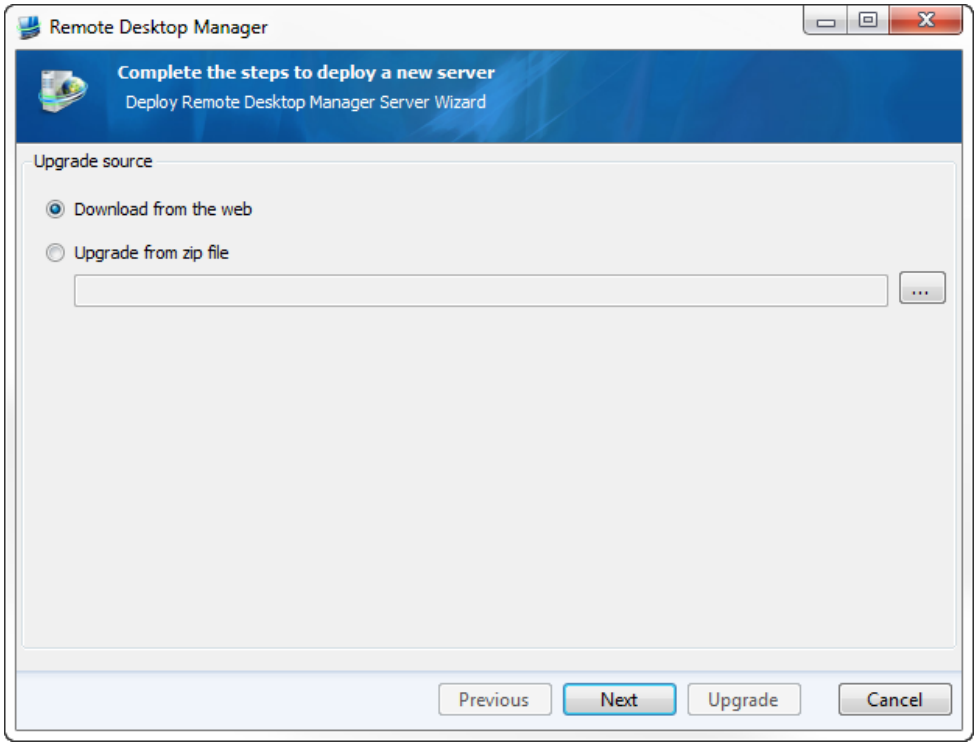
© 2014 Devolutions inc.

14. Configure the data source on all the client machines that run Remote Desktop Manager

3.2 Upgrade Remote Desktop Manager Server

Upgrade

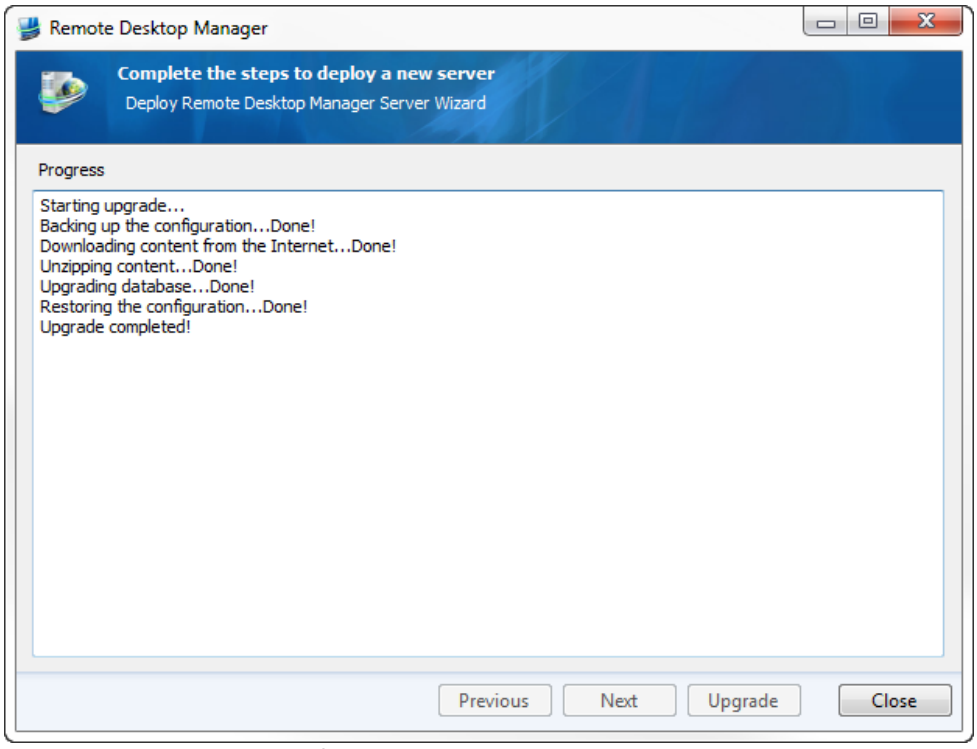
1. Open the Remote Desktop Manager Server Console
2. Select the server you want to upgrade
3. Click the Upgrade button
4. Select upgrade source



Upgrade source

5. Next
6. Upgrade

© 2014 Devolutions inc.



Upgrade completed successfully

© 2014 Devolutions inc.

How To

Part

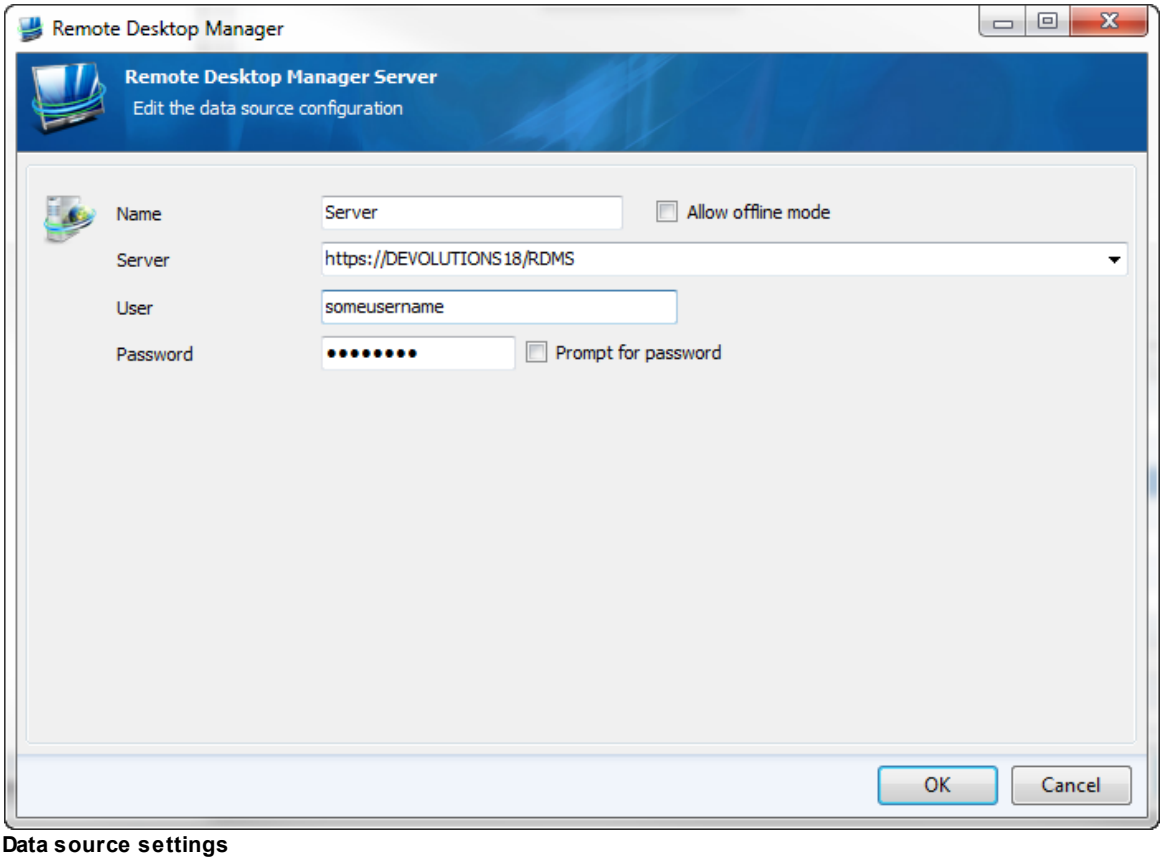
4 How To

4.1 Configure Client Data Source

Create Remote Desktop Manager Server data source

1. Select ***File -> Data Sources***.
2. New Data Source
3. Select the Remote Desktop Manager Server data source
4. Specify settings

If you specify %USERNAME% in the user text area, the value of the corresponding system variable will be used.



Data source settings

Notes

If the server is configured to only allow SSL, ensure you specify the protocol by using https:// in the Server field.

© 2014 Devolutions inc.

4.2 Configure RDMS to use integrated security

Description

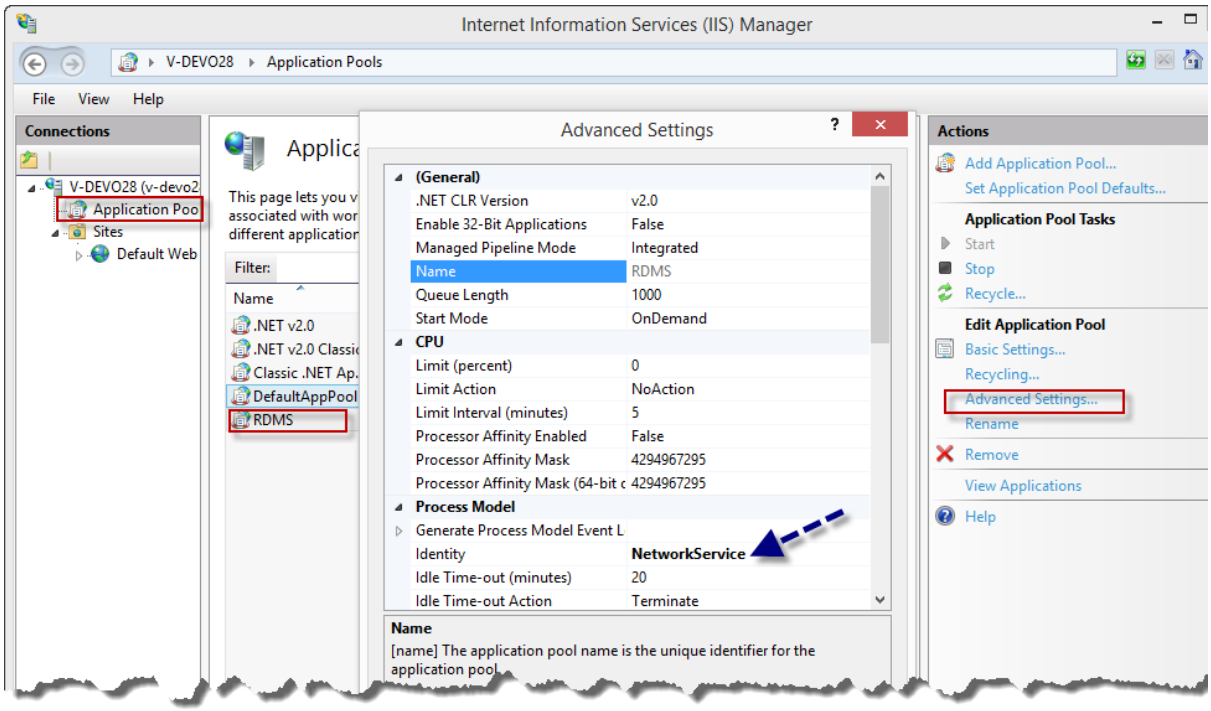
In order for integrated security to be used to connect to the database, you must set a domain account as the Application pool identity.

Steps

To make these instructions simpler, we will name the domain account ***DBRunner,*** please adapt to your requirements.

,

- Create the DBRunner account in the domain.
- Grant access to the SQL Server instance to DBRunner
- Grant access to the database to DBRunner
- In IIS Manager, expand the Application pool section and locate the application pool used by your RDMS site. Normally it has the same name.
- In the advanced settings, edit the ***Identity*** setting to set the DBRunner account.

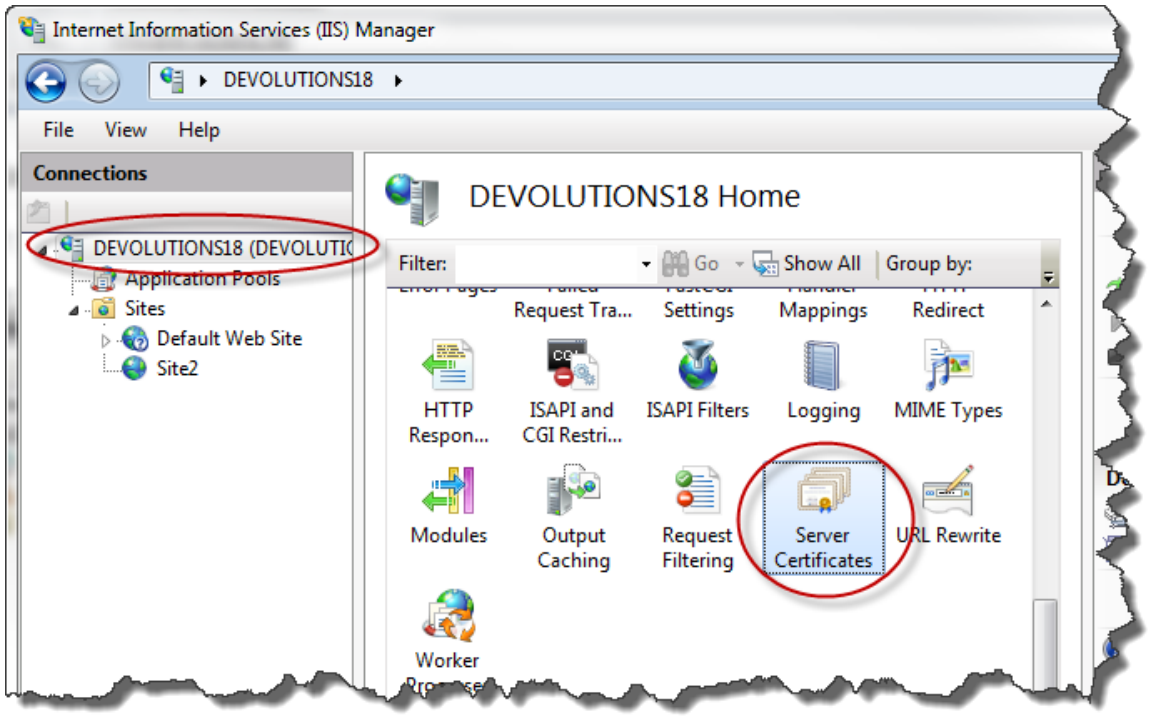


4.3 Configure SSL

Import Certificate or Create Self-Signed Certificate

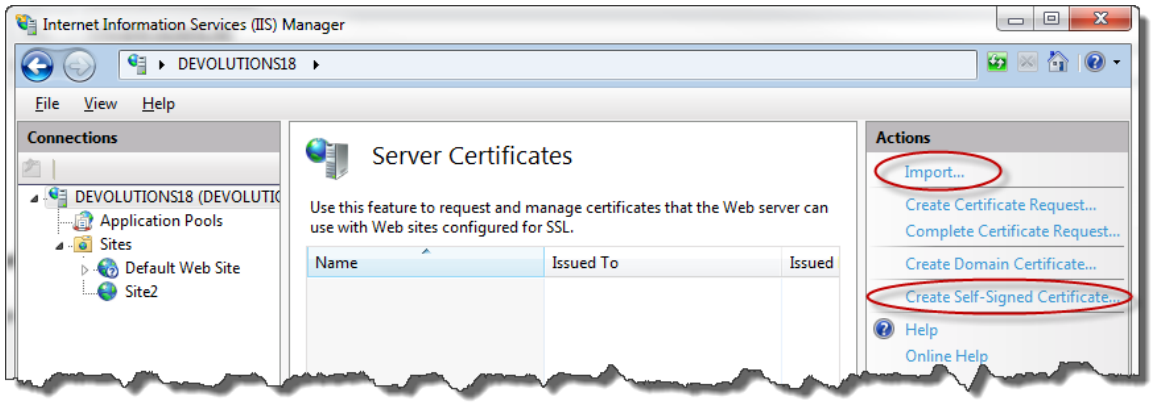
1. Select the server node in the tree view and double-click the **Server Certificates** feature in the list view:

© 2014 Devolutions inc.



Server certificates

2. Click **Import Certificate...** in the **Actions** pane Or Click **Create Self-Signed Certificate...** in the **Actions** pane.

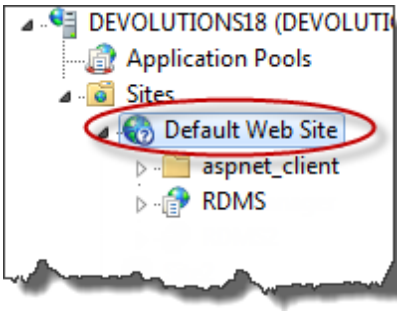


Follow the wizard

Create an SSL Binding

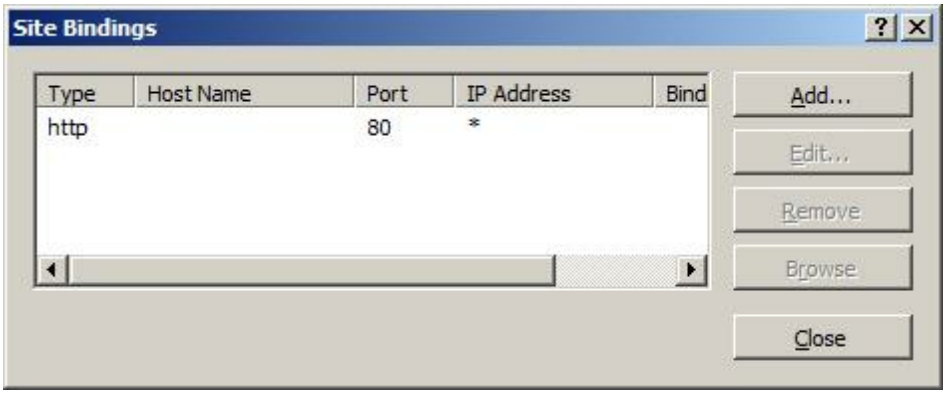
1. Select the web site in the tree view.

© 2014 Devolutions inc.



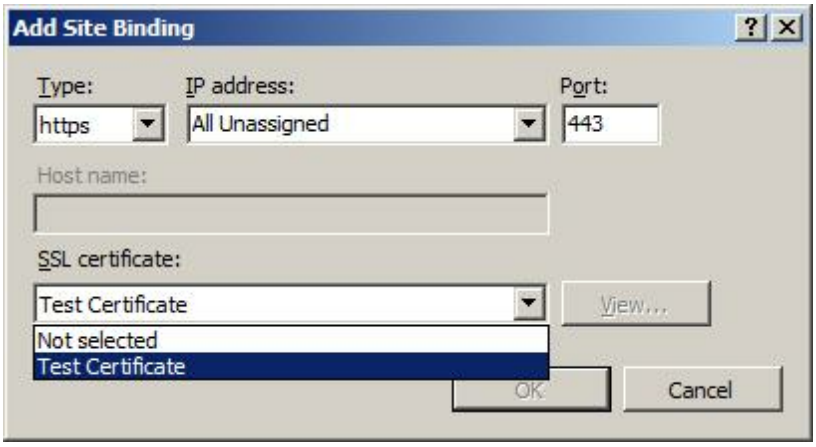
Select web site

2. Click **Bindings...** in the **Actions** pane. This brings up the bindings editor that lets you create, edit, and delete bindings for your Web site. Click **Add...** to add your new SSL binding to the site.



Add binding

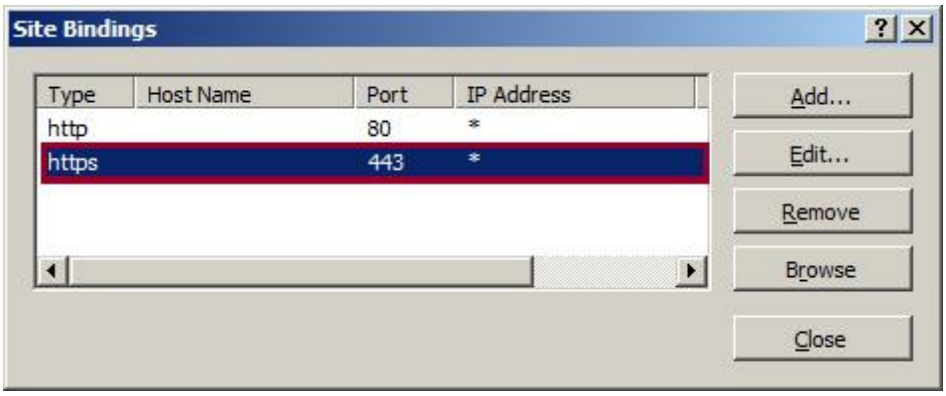
3. Select **https** in the **Type** drop-down list. Select the self-signed certificate you created in the previous section from the **SSL Certificate** drop-down list and then click **OK**.



Define https binding

4. Now you have a new **SSL** binding on your site.

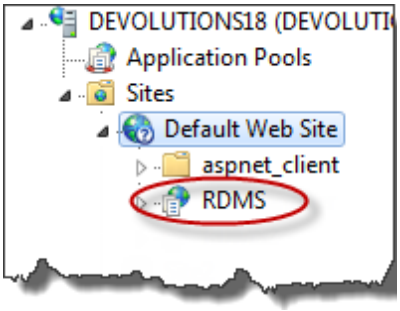
© 2014 Devolutions inc.



The new binding

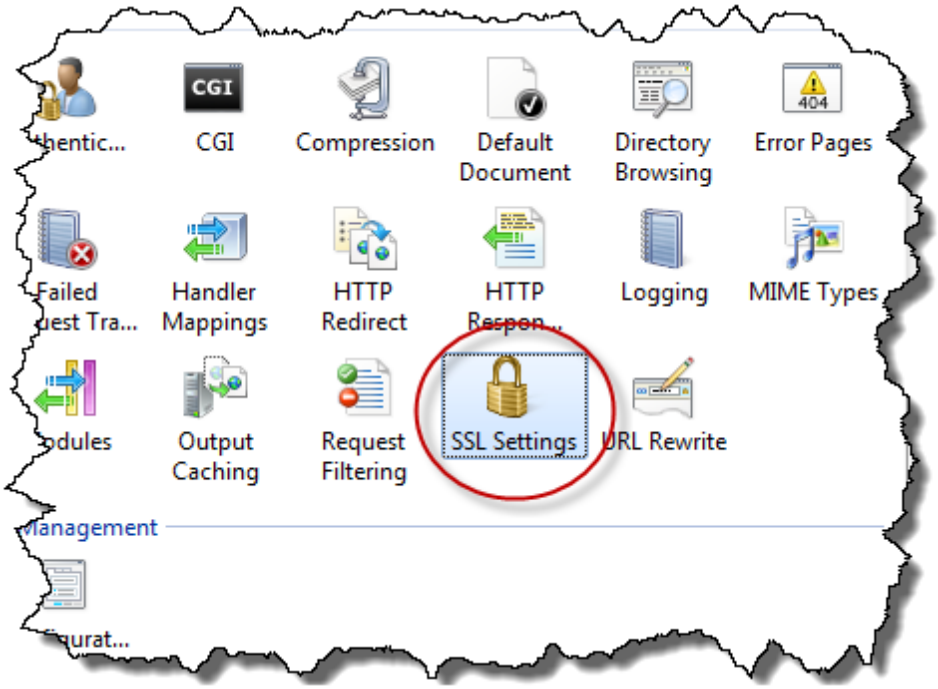
Configure SSL Settings in IIS

1. Select a **RDMS** application in the tree view.



Select application

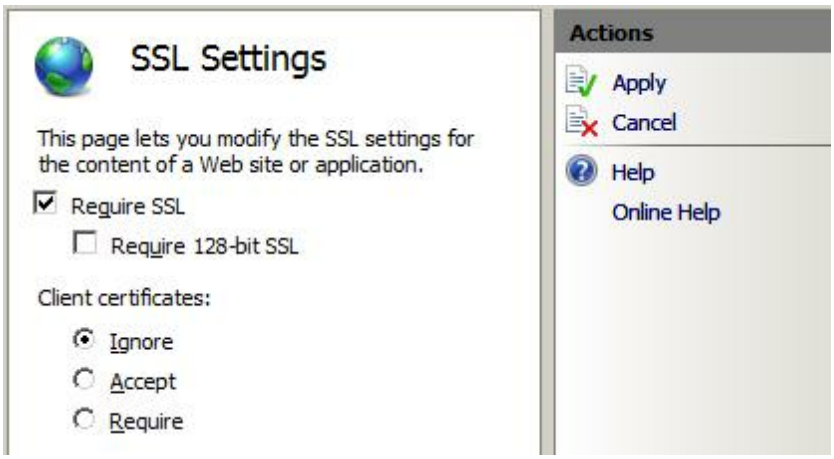
2. Click on **SSL Settings**



© 2014 Devolutions inc.

SSL settings

3. Configure SSL settings if you want your site to require SSL, or to interact in a specific way with client certificates. Click the site node in the tree view to go back to the site's home page. Double-click the **SSL Settings** feature in the middle pane. Select “Require SSL” & click Apply.



SSL settings

Modify the Remote Desktop Manager Server configuration

1. Start any text editor (notepad) using right click Run as Administrator
2. Open the file "web.config" found in the Remote Desktop Manager Server install directory
3. locate this line in the file
   <add key="ForceHttps" value="**false**" />
4. Modify value from false to **true**
5. Save the file

Configure SSL Settings in RDM Client

1. Select File -> Data Sources
2. Edit the RDMS data source
3. Change the server url to start by https://

© 2014 Devolutions inc.

FAQ (Frequently Asked Questions)

Part

5 FAQ (Frequently Asked Questions)

Description

You can find the most up to date FAQs online here.

© 2014 Devolutions inc.

Technical Support

Part

6 Technical Support

Contact Us

Holders of a valid license obtain our Extended Support plan for Remote Desktop Manager Server. Please email any questions or suggestions to support@devolutions.net. We also offer Premium support for an additional price.

You also encouraged to find information and ask questions in our forums at http://forum.devolutions.net/. They contain years of relevant information and have the benefit or being enriched for the whole community when we post an answer.

© 2014 Devolutions inc.

Follow Us

Part

7 Follow Us

Overview

Get the hottest information about our products - tips and tricks, case studies and new release announcements!

This is not a marketing newsletter. We focus on the issues that matter to you, whether you're looking for up-to-the-minute software tutorials, additional outside resources, or a peek at how others are using our products.

Links		
	Facebook	http://facebook.remotedesktopmanager.com
	LinkedIn	http://linkedin.remotedesktopmanager.com
	RSS feeds	http://rss.remotedesktopmanager.com
	Twitter	http://twitter.remotedesktopmanager.com
	YouTube	http://youtube.remotedesktopmanager.com
	Blog	http://blog.remotedesktopmanager.com
	Google+	http://plus.remotedesktopmanager.com/

© 2014 Devolutions inc.